

Position:	Case Management Supervisor
Classification:	Full-time; Exempt; Salaried
Reports to:	Director of Case Management
Hours:	Monday-Friday; 9:00 AM – 5:00 PM
Department:	Case Management

SUMMARY: OBJECTIVE The Case Management Supervisor directly supervises Case Managers, and mentors new and existing staff in the case management department to provide quality services and ensure that the needs of all clients are met. The position also ensures that clients have access to high quality case management services and referrals to other departments.

Qualifications / Knowledge, Skills & Experience – Essential:

- Masters Degree in Social Work or a related field
- Minimum 2-3 years experience in a supervisory position
- Excellent communication and organizational skills
- Computer Skills – Proficiency in Microsoft Office Suite (Outlook, Word, Excel, PowerPoint)
- Working knowledge of child and family development, energy and basic needs programs
- Proven track record of delivering superior results, commanding respect, and assuming leadership roles
- Ability to exercise tact and diplomacy in organizational settings
- Ability to interact with people at different levels
- Experience working with diverse populations
- Success in roles requiring execution of multiple tasks while responding to multiple priorities
- Self-starter, self-disciplined
- Valid driver’s license, vehicle registration, and proof of current insurance (if personal vehicle will be used)